



JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

Business System Analyst & Workflow Coordinator

This role is responsible for developing and maintaining workflow rules, letters, reports and dashboards in our customer relations management environment focusing specifically on the Consumer Protections Division (CPD). The position will report to the Director of the Consumer Protection Division and help drive improvements in data access, reporting, and analytics within the CPD. They will be the key resource responsible for creating and updating various workflow rules, letters, reports, and training material related to the Time Matters and Salesforce environments. The Business System Analyst will work as a liaison between Information Technology and CPD to ensure that the underlying data systems support office data and reporting needs.

Essential Functions:

- Serve as technical lead of Salesforce customer relations management system, Time Matters data management system, and all associated tools and content.
- Work with Information Technology and outside vendors to ensure data availability for effective reporting and analysis.
- Day to day support and enhancement of workflow processes as well as existing reporting and analysis tools used by the CPD.
- Design, maintain and distribute as needed automated reports and/or dashboards that are repeatable, non-manual processes, serving the CPD management team and the executive team of the organization. Quality and reliability are critical.
- Extract, analyze, identify and solve complex issues with data to support office decision making and reporting efforts.
- Interact regularly with users and members of the data entry staff to ensure user requirements are met.
- Work with management team to conduct new hire training for Time Matters and Salesforce. Create and maintain training materials related to each section's job requirements.
- Supervision of telephone operators and other clerical staff as assigned.
- Act as first tier technical support for general IT questions with CPD.
- Manage user sign-ins including creating new users, deactivating users and assigning permission sets, for Salesforce environment
- Serve as liaison between Management, Mediation, CPD Phones and Data Entry Staff. Answering questions related to how to handle specific callers, miscellaneous correspondence, who in our Office should review a complaint, what documents should be

requested, next step in the mediation/complaint process and if the complaint/caller should be escalated.

- Other duties as assigned